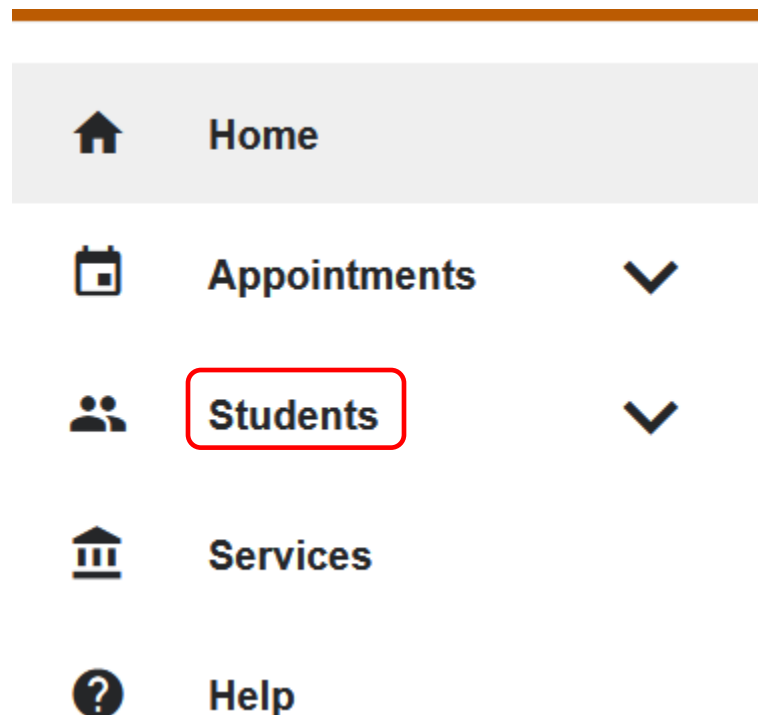# Bengal Success Portal [BSP] – Tracking Guide

TYPES OF COMMUNICATION – Flags, To-Do's, Referrals, and Kudos

How to manually raise Flags, To-Do's, Referrals, and Kudos

1. Click the three lines next to **Bengal Success Portal** (Upper left corner) and select **Students**.

2. Select the appropriate **Connection** (Your role/relationship) with your student with whom you are trying to raise a tracking item for. In addition to your Instructor role, some users may have multiple roles in BSP connecting them to other students. For example, Major Advisor role.

   A. Your **Instructor** role will connect you to all your students in all your courses you are teaching for the current term.
   B. Selecting your specific CRN connection will connect you to all your students registered for that specific CRN.

3. You can now view your students in the selected course section.

4. Select the student you are raising the Tracking Item for and then select the appropriate tracking item (Flag, Referral, To-Do, Kudo). You can raise tracking items for multiple students at once as long as your **comment** is the same for all students.

5. In the example below, select the appropriate flag.

6. If selecting a flag, specific to a course, please select the appropriate course for which the flag is being raised for.

Raise Flag for Galarza-Arzola, Cesar

Never Mind | Save

Q Searc

* **Flag** — Attendance Concern

Course Context — No Course

Comment

No Course
24SP ACCOMPANIST COACHING SESSION 1380 (202410-MUS110-1380)
24SP APPLIED PIANO 1319 (202410-MUS173-1319)
24SP APPLIED VOICE 1253 (202410-MUS171-1253)
24SP ARGUMENTATION AND RESEARCH 1637 (202410-CWP102-1637)
24SP AURAL PERCEPTION II 3516 (202410-MUS219-3516)
24SP BUFFALO STATE CHORALE 3342 (202410-MUS335-3342)
24SP INTR CTEMP MATH 1786 (202410-MAT103-1786)
24SP MUSIC THEORY II 1540 (202410-MUS231-1540)

🔒 **Student View: The stu** 24SP SCHOOL AND SOCIETY 1456 (202410-SPF203-1456)
🔒 **Permissions:** People w 24SP TECHNOLOGY APPLICATIONS FOR MUSIC EDUCATION 1476 (202410-MUS220-1476)
relationship with the stu 24SP WOODWIND TECHNIQUES 1553 (202410-MUS116-1553)

7. Students may find it helpful to know any additional details as to why the flag (or any tracking item) is being raised. Feel free to leave a comment and hit **Save**. Comments are viewable to the student on their **Dashboard** under their **Notifications**. Once the specific tracking item is resolved and cleared, the tracking item and comment are removed from the students **Notifications** section of their Dashboard.

Raise Flag for Galarza-Arzola, Cesar

| | Never Mind | Save |

✱ Flag   Attendance Concern ▾

Course Context   PLICATIONS FOR MUSIC EDUCATION 1476 (202410-MUS220-1476) ▾ ❓

Comment   *Add comments indicating why the Flag item is being created.*

Important message about raising flags

A flag is **a Starfish [Bengal Success Portal, BSP] notification designed to raise an alert that a student is not meeting expectations in some way**. Flags can be raised by instructors for many academic reasons. Flags should be raised *after* a faculty member has attempted to reach out to their student(s) AND are requesting additional support(s). If your communication attempt (for example: phone call, email, meeting with a student before or after class) is unsuccessful, then a flag should be raised so that an additional outreach attempt can be made by other support staff in the student's success network.

When a flag is raised, after an unsuccessful attempt of resolving the issue or concern by a faculty member, Advisors and Success Navigators (**previously called Completion Coaches**) treat flags as an acknowledgement that additional outreach and/or support is needed.

Advisors and Success Navigators clear flags only after outreach to the student is attempted. This might include a phone call, email or text message explaining the issue, the potential impact, resources available, and solicitation to connect with their faculty member, Academic Advisor, or Success Navigator. This outreach is viewable as a note or message in your BSP under the student's folder.

After the note is sent to your student's email, you can view the note to see if and when your student has read the note. Click on Notes in your student folder.

This is the view of the student's folder.

Student First Name Last Name

| Flag | Referral | To-Do | Kudos | Success Plan | Message | Note | Appointment |

Student Information

- Class Level: FR
- Major CRJW
- School: SP
- Spring Advisement PIN 641385
- Registered for Fall term 202130
- Please contact Financial Aid

Active Flags
Active Flags for courses in the active term

Overview
Info
Success Plans
Courses
Tracking
Meetings
Notes
Network

Upload Picture

Banner ID
Email
Phone #
Cell Phone

FERPA standards protect student data.

A. Click on **Notes** in your student folder.

B. You will now be able to view **all** your student **notes and messages** in your **student's file**.

C. You will now be able to view **all** the student notes in your **student's file**. **Click** on the **plus (+)** to view full details of note (s).

D. You can view the **Date & Time** when note was **sent** to your student **AND** the **Date & time** when your student **read** the note (s).

The flag is **cleared** and marked as **reached out to the student**. Just because a flag is cleared in BSP does <u>not</u> mean that the situation with your student has been *resolved*. It simply means that, an outreach attempt has been made. Based on the high volume of flags that may be received, from a tracking perspective, it is difficult to keep flags active for a long period of time. Many times, multiple flags may be received for one student, and it is important to be able to manage and keep track of these flags as they come in. Therefore, it is critical that we clear them as soon as we can by initiating contact and documenting this communication in the student's notes section of BSP.

➤ **1. Attendance Concern** - This flag should be raised when a student misses **three** class sessions (it can be consecutively or over a period of weeks). The student will receive an email message.
  - **Who can raise the Attendance flag?** Faculty.
  - **Who clears the Attendance flag?** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor, Instructor who is teaching the course.
  - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Faculty are expected to reach out to the student to make arrangements to complete missed assignments or discuss how attendance can impact grade. Reach out to student, add notes in Bengal Success Portal, clear the flag.

➤ **2. General Concern** - This flag should **not** be raised in combination with other flags. Raise this flag when no other flags satisfy your specific concern. **Comments are required** and are viewable to the student on their Dashboard under their Notifications. Once the specific tracking item is resolved and cleared, the tracking item and comment are removed from the students Notifications section of their Dashboard. The student will receive an email message.
  - **Who can raise the General Concern flag?** Faculty.
  - **Who clears the General Concern flag?** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor, Instructor who is teaching the course.
  - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

➤ **3. In Danger of Failing** - Raise this flag when a student is in danger of failing a course after having a conversation to notify the student. (It is important for the student to hear this from the instructor and have a conversation before a support staff reaches out). An email will be sent to advisors. The student will receive an email message.
  - **Who can raise the In Danger of Failing flag?** Faculty.
  - **Who clears the In Danger of Failing flag?** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor, Instructor who is teaching the course, TA's.
  - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- ➤ **4. Missing/Late Two or More Assignments** - Raise this flag when a student is missing or late with two or more assignments or one major assignment. The student will receive an email message.
  - **Who can raise the Missing/Late assignments flag?** Faculty.
  - **Who clears the Missing/Late assignments flag?** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor, Instructor who is teaching the course, TA's.
  - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- ➤ **5. Never Attended** - Raise this flag to indicate that a student has never attended your class. The student will receive an email message.
  - **Who can raise the Never Attended flag?** Faculty.
  - **Who clears the Never Attended flag?** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor.
  - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor, Coordinator - Special Programs, Graduate, Advisor, Financial Aid, Dorm RD.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- ➤ **6. Financial Aid** - This flag is raised automatically over a period of time based on a student having outstanding financial aid responsibilities.
  - **Who can raise the Financial Aid flag?** Automatic.
  - **Who clears the Financial Aid flag?** Automatic.
  - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators), Faculty Advisor, Financial Aid, Student, Information Technology.

- ➤ **7. Pass-fail Option or Course Withdrawal Option** - Raise this flag when a student may benefit from taking a course pass-fail or withdrawing from a course. **Comments are required** and are viewable to the student on their Dashboard under their Notifications. It is also recommended that the flag raiser specify a due date for the student to take action on the flag. For example, enter the Pass-fail Option or Course Withdrawal Option deadline date. Once the specific tracking item is resolved and cleared, the tracking item and comment are removed from the students Notifications section of their Dashboard. The student will receive an email message.
  - **Who can raise the Pass-fail Option or Course Withdrawal Option flag?** Instructor.
  - **Who clears the Pass-fail Option or Course Withdrawal Option flag?** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators)/Faculty Advisor
  - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisors, EOP Counselors, Success Navigators), and Faculty Advisor.

> **Important Note on Flag Types:** In an effort to reduce redundancy and to increase efficiency, the Bengal Success Portal [BSP] Team asks that you please <u>not</u> create [or raise] multiple flag types for a student with the same concern. For instance, if you raise the **Missing/Late Two or More Assignments flag** with a detailed comment of the situation, it is not necessary to also raise the **General Concern flag** with the exact same comment. Raising multiple flag types with the same concern and comment may lead to confusion for the student and those who are a part of the student's Success Network.

To-do flags

- **1. Confirm financial aid eligibility status with the Financial Aid Office** - Secure sufficient funds to pay for all semester charges and course materials prior to the end of the drop/add period.
    - **Who can raise the Confirm Financial Aid Eligibility Status with the Financial Aid Office flag?** Faculty/Professional Staff.
    - **Who clears the Confirm Financial Aid Eligibility Status with the Financial Aid Office flag?** To-do's show up as a task to be completed and do not need to be cleared.
      Who receives notification? (not all flags have an email sent when raised) Depending on the to-do the designated individuals will receive notification.
    - **Professional Staff & Faculty (Major) Advisor Expectations** Whoever raises this flag should do follow-up, add notes in Bengal Success Portal, and clear.

- **2. Set up your Bengal Success Portal Profile and enter phone number into BSP** - Set up your Bengal Success Portal Profile and enter phone number into BSP.
    - **Who can raise the Set up Your Bengal Success Portal Profile and Enter Phone Number into BSP flag?** Faculty/Professional Staff.
    - **Who clears the Set up Your Bengal Success Portal Profile and Enter Phone Number into BSP flag?** To-do's show up as a task to be completed and do not need to be cleared.
    - **Who receives notification? (not all flags have an email sent when raised)** Depending on the to-do the designated individuals will receive notification.
    - **Professional Staff & Faculty (Major) Advisor Expectations** Whoever raises this flag should do follow-up, add notes in Bengal Success Portal, and clear.

Referrals

- **1. Career Development Center-Referral -** Use this to refer a student to the Career Development Center.
    - **Who can raise the Career Development Center-Referral?** Faculty/Professional Staff.
    - **Who clears the Career Development Center-Referral?** Referrals do not show up as flags.
    - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.

- **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- ➢ **2. Financial Aid-Referral -** Use this to refer a student to the Financial Aid Office.
  - **Who can raise the Financial Aid-Referral?** Faculty/Professional Staff.
  - **Who clears the Financial Aid-Referral?** Referrals do not show up as flags.
  - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- ➢ **3. Residence Hall-Referral -** Use this to refer a student to the Residence Life Office.
  - **Who can raise the Residence Hall-Referral?** Faculty/Professional Staff.
  - **Who clears the Residence-Referral?** Referrals do not show up as flags.
  - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- ➢ **4. Tutoring Referral (Subject Specific) -** Use this to refer students to Subject Specific Tutoring (other than Math and Writing).
  - **Who can raise the Tutoring Referral (Subject Specific)?** Faculty/Professional Staff.
  - **Who clears the Tutoring Referral (Subject Specific)?** Referrals do not show up as flags.
  - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- ➢ **5. Tutoring-Math -** Use this to refer students to the Math Center.
  - **Who can raise the Tutoring-Math Referral?** Faculty/Professional Staff.
  - **Who clears the Tutoring-Math Referral?** Referrals do not show up as flags.
  - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- ➢ **6. Tutoring-Writing Center -** Use this to refer students to the Writing Center.
  - **Who can raise the Tutoring-Writing Referral?** Faculty/Professional Staff.
  - **Who clears the Tutoring-Writing Referral?** Referrals do not show up as flags.
  - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.
  - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- **1. Good work transitioning to remote learning! -** Good Work Transitioning to Remote Learning!
    - **Who can raise the Good Work Transitioning to Remote Learning kudo?** Faculty.
    - **Who clears the Good Work Transitioning to Remote Learning kudo?** Kudos show up as stars and they do not need to be cleared.
    - **Who receives notification? (not all flags have an email sent when raised)** Student and Professional Staff.
    - **Professional Staff & Faculty (Major) Advisor Expectations** When seeing students kudos they can be used as positive reinforcement.

- **2. Great Effort - Showing Improvement -** Instructors raise this kudo when a student has shown improvement in a course.
    - **Who can raise the Great Effort - Showing Improvement kudo?** Faculty.
    - **Who clears the Great Effort - Showing Improvement kudo?** Kudos show up as stars and they do not need to be cleared.
    - **Who receives notification? (not all flags have an email sent when raised)** Student and Professional Staff.
    - **Professional Staff & Faculty (Major) Advisor Expectations** When seeing students kudos they can be used as positive reinforcement.

- **3. Keep Up the Good Work -** Instructors raise this kudo for students who are performing well.
    - **Who can raise the Keep Up the Good Work kudo?** Faculty.
    - **Who clears the Keep Up the Good Work kudo?** Kudos show up as stars and they do not need to be cleared.
    - **Who receives notification? (not all flags have an email sent when raised)** Student and Professional Staff.
    - **Professional Staff & Faculty (Major) Advisor Expectations** When seeing students kudos they can be used as positive reinforcement.

- **4. Outstanding Performance -** Instructors raise this kudo when a student has outstanding academic performance.
    - **Who can raise the Outstanding Performance kudo?** Faculty.
    - **Who clears the Outstanding Performance kudo?** Kudos show up as stars and they do not need to be cleared.
    - **Who receives notification? (not all flags have an email sent when raised)** Student and Professional Staff.
    - **Professional Staff & Faculty (Major) Advisor Expectations** When seeing students kudos they can be used as positive reinforcement.

- **5. You're off to a great start! -** Instructors raise this kudo for students who are performing well in the start of the year.
    - **Who can raise the You're off to a Great Start! kudo?** Faculty.
    - **Who clears the You're off to a Great Start! kudo?** Kudos show up as stars and they do not need to be cleared.
    - **Who receives notification? (not all flags have an email sent when raised)** Student and Professional Staff.

- **Professional Staff & Faculty (Major) Advisor Expectations** When seeing students kudos they can be used as positive reinforcement.

For Faculty & Staff: Bengal Success Portal [BSP] - FAQ